

November 9, 2004

The ADHS has received the following questions regarding RFP #HP611001 for Statewide Consulting Services. Answers are provided below each question.

1. “On page 7, section 3.1.1 requests the offeror’s experience, expertise and reliability. Section 3.1.2. asks for background information on the offeror. It would seem that background information is “experience, expertise and reliability.” Please clarify the difference.

Section 3.1.2 also requests information on past or current projects. Section 3.2.1 also asks for examples of prior projects. This appears to be redundant. Please clarify.

Answer: All items requested in section 3.1 are unique requirements that will be used to evaluate the offeror’s experience, expertise, and reliability. Section 3.1.1 requests a summary, not to exceed four pages, of the offeror’s experience, expertise and reliability. Section 3.1.2 requests background information, which may include reports prepared for clients, and information regarding past or current projects.

2. On page 7, sections 3.2 and 3.2.1, I find the request confusing. Section 3.2 requests “the offerors approach methodologies” for each service and 3.2.1 asks for examples of prior projects and descriptions of prior projects. I believe 3.2 is asking for what we would do and 3.2.1 is asking what we have done. Shouldn’t the Method of Approach focus on what will be required under the resulting Contract and not a description of what the Contractor may have done on previous projects? Please clarify.

Answer: All items requested in section 3.2 will be used to evaluate the offeror’s method of approach. 3.2 requests narratives describing the offerors approach methodologies utilized in the performance of services offered. Those narratives should also include items described in section 3.2.1, which include; examples of prior projects as well, including the approach used to complete the project. In addition to other items requested in section 3.2., offeror’s will be evaluated based on responses to both of these items.

3. On page 8, section 6 lists all items to be submitted. Page 31, Scope of Work, is not listed. Page 31 includes section 5, Notices, Correspondence, Reports and Invoices. Shouldn’t page 31 be included on the list of items to be submitted?

Answer: This is clarified in Solicitation Amendment #3.

In addition, section 6.9 and 6.10 request that the State’s Uniform and Special Terms and Conditions be submitted with the proposal. Why? (This seems to be a lot of unnecessary copying and waste of money.)

Answer: The Uniform Terms and Conditions, and Special Terms and Conditions are required with the offeror’s original proposal submission, but are not required along with the photocopies. These items are required with the original proposal because they comprise a portion of any resultant contract. This was clarified in Solicitation Amendment #3.

4. On page 18, section 2, indicates that the term of the contracts will start July 1, 2005. Why is the State waiting until July 1 to commence services?

Answer: We have an existing consulting services contract that expires on June 30, 2004.

5. On page 22, 11.8 indicated that insurance certificates must be received prior to the commencement of work. Can the Offerors assume that valid certificates of insurance will not be required until the State issues a Purchase Order and not after contract award. (Under the RFP the Offerors awarded Contracts are not assured that any services will be requested by the State. A request for service will not take place until a Purchase Order is issued. This will ensure that Contractors do not have to pay for insurance that is never required.)

Answer: The insurance certificate if required prior to contract award. This was clarified in Solicitation Amendment #3.

6. On page 26, section 3.4.1, the services require that the consultant assess “health” needs. If this is to be a Statewide contract, then assessment under Community Organization and Development should be more general and only request an assessment of needs and not “health” needs. I request that you remove the word health from section 3.4.1.

Answer: At this time, the ADHS will not remove the word “health” from section 3.4.1. All items listed in section 3.4, including item 3.4.1, are examples of services.

7. On page 26, section 3.6.3 requires a review of “Health Programs Service Delivery Systems and Methodologies.” Again, if this is to be a Statewide contract, then this services should be removed or only required for Program Review and Evaluations for services requested by ADHS.

Answer: All items listed in section 3.6, including item 3.6.3, are examples of services. At this time, the ADHS will not make any changes to section 3.6.

8. On page 26, section 3.6.3 please define or reference the source of “Health Programs Services Delivery Systems and Methodologies.”

Answer: The Health Programs Services Delivery Systems and Methodologies is the work processes used by the Department of Health Services in the Public Health, Behavioral Health and Licensing Divisions.

9. On page 31, section 4.2 requires that Contractors “shall” respond to project request. This does not give the Contractor any latitude to decline. Shouldn’t it say something to the effect that if the Contractor is interested they shall respond in 5 working days.

Answer: This was clarified in Solicitation Amendment #3.

10. Assuming that the State makes a request from more than one Contractor to submit an “all-inclusive project estimate” for a project, what process will the State use to select one of the Contractors?

Answer: The decision of which Contractor to use, if there is more than one, will be made at the sole discretion of the agency requesting services. A requestor may use any of the awarded contractors without having to provide a formal or informal justification. The State may issue project requests to multiple Contractors. This was clarified in Solicitation Amendment #3.

11. On page 31, section 4.2.2 requires an “all-inclusive project estimate” as part of the “project management plan.” Required travel and other operating costs that are not included in the hourly rate may be necessary for completing a project. Are these acceptable to the State as part of the “all-inclusive project estimate?”

Answer: This was clarified in Solicitation Amendment #3.

12. Section 3, Proposal Format, page 7- Does the State expect to receive one proposal from each bidder that contains a two-page narrative for each scope of work proposed, or an entirely separate, complete proposal for each proposed scope of work?

Answer: The State expects to receive one original and three copies for each services category in which the offeror intends to submit a proposal. For example, if you are submitting offers for categories 3.1, 3.2 and 3.3, you must submit a complete original proposal with three copies for category 3.1, a complete original proposal with three copies for category 3.2, and a complete original proposal with three copies for category 3.3.

13. Section 3.1.3, Resumes, page 7- How must subcontractors be identified? Is it acceptable to identify the type of subcontractor that will be used, or must the proposal specifically identify the subcontractor by company or name?

Answer: Resumes should be submitted for the offeror’s key persons responsible for the delivery of services being offered. If the key person is a subcontractor, the offeror should identify them, which may be accomplished by writing “subcontractor” on the resume.

14. Section 3.3, Procurement, page 26-If a bidder submits a proposal to provide procurement consulting services, does that in any way restrict the same bidder from bidding on the State procurements?

Answer: No. Offerors are not prohibited from bidding on other contracts if they submit and offer in response to this solicitation.

15. Price Sheet/Fee Schedule, pages 33-39-The Price Sheet request hourly rates for personnel. We assume the off-site unit price includes costs for travel outside Maricopa County. Please provide a website link to Arizona’s Travel Policies and Procedures so we can calculate the travel costs that need to be incorporated in our off-site unit price.

Answer: The off-site unit price is described as consultative calls, conference calls, video-conferencing, written correspondence and electronic mail. This price should reflect the offerors hourly rate when travel is not required (i.e. telecommuting). The State's Travel Policies and Procedures may be downloaded from <http://www.gao.state.az.us/docs/manuals/accounting/sect2/textiid.pdf>.

16. Regarding Solicitation Amendment #2, the second paragraph of the revised section 18 of the Special Terms and Conditions requires that the Contractor agree to sign the "Arizona Department of Health Services Confidentiality Statement." Can you provide a copy of this document?

Answer: A copy of this document may be obtained by contacting the ADHS. This requirement was modified in Solicitation Amendment #3.

17. Regarding Solicitation Amendment #2, the second paragraph requires that the Contractor attend or participate in HIPAA training. How long is the training? Where and when will the training be held? Will the Contractor be reimbursed for taking this mandatory training?

Answer: This requirement was modified in Solicitation Amendment #3. If the HIPAA training is conducted by the ADHS, the HIPAA training is approximately ½ hour long and held on an as-needed basis at the ADHS's office, 1740 W. Adams, Phoenix, Arizona. The Contractor will be reimbursed for HIPAA training.

18. Pages 7-8, Sections 3 and 6 – For each service category that is bid (e.g., administrative support & planning) does the bidder have to provide 3 copies of all the sections listed under Section 6. *Submission of Proposals*. For a number of sections, the information will or may be the same regardless of the category bid, e.g., resumes, offeror's experience and reliability, terms and conditions, offer and acceptance documents, price sheet?

Answer: This requirement was modified in Solicitation Amendment #3. The offeror must submit 3 copies of all sections, except for the Uniform Terms and Conditions and Special Terms and Conditions. These are required with the original proposal, but are not required with the photocopies. For example, if you are submitting offers for categories 3.1, 3.2 and 3.3, you must submit a complete original proposal with three copies of everything except the Uniform Terms and Conditions and Special Terms and Conditions for category 3.1, a complete original proposal with three copies of everything except the Uniform Terms and Conditions and Special Terms and Conditions for category 3.2, and a complete original proposal with three copies of everything except the Uniform Terms and Conditions and Special Terms and Conditions for category 3.3.

19. On page 8, Section 6 – Where should the solicitation amendments be included in the sequence?

Answer: This was clarified in Solicitation Amendment #3. Please review page 8, Paragraph 6, Submission of Proposals.

20. On page 8, Section 6.2 – Please clarify what is included in the 2 page limit for scope of work. Is it everything under Section 3.2?

Answer: This was clarified in Solicitation Amendment #3. Please review page 8, Paragraph 6.3, Submission of Proposals.

21. On pages 25 and 30 – What is the difference between the service category 3.1 *Administrative Support & Planning* and 3.20 *Management Consultant – Strategic Planning Emphasis*?

Answer: 3.1 Administrative Support & Planning is defining the State's measurable goals, and assisting them in establishing the processes, roles and responsibilities to achieve those goals (process improvement). 3.20 Strategic Planning is the process of determining a company's long-term goals and then identifying the best approach for achieving those goals.

22. We are planning to bid on Categories 3.12 (Training/Course Development), 3.20 (Management Consultant -Strategic Planning Emphasis) and 3.24 (Management Consultant - Human Resource Emphasis). Does the contract allow for the purchase of already developed materials? For example, if training/course development is desired for a particular topic that we already have a program developed for, could the state purchase it under this contract? We also have a number of assessment instruments already developed that may accomplish the scope of work in any of the 3 categories. Could this contract cover the purchase of an instrument already developed?

Answer: No, this RFP does not allow for the purchase of already developed materials. This RFP is for hourly consulting services. Any changes made to the RFP to allow for the purchase of materials already developed would have to be made by a written solicitation amendment.

23. Are we correct in our understanding that it doesn't matter how many categories we are bidding on, that it is ONE proposal but with separate sections for each of the categories for which we are submitting an offer? Or should we submit a separate proposal for each category we wish to bid on?

Answer: Please refer to page 7, paragraph 3, Proposal Format. You must submit 1 original and 3 copies per category of each proposal. The copies can exclude the Uniform Terms and Conditions and Special Terms and Conditions. This was clarified in Solicitation Amendment #3.

24. If it is ONE proposal, is our assumption correct that section 6.3, Summary of the Offerors experience, expertise and reliability (4 pages maximum), is for ALL the categories in the proposal...or should there be a summary for EACH of the categories?

Answer: There should be a separate proposal (with 3 copies) for each category, therefore, there should be a summary of the Offeror's experience and expertise for each category.

25. Will we be able to receive a copy of the questions/answers from the Pre-Offer conference?

Answer: Yes. Questions from the Pre-Offer Conference are answered in this documents, and will be distributed to all prospective offeror's.

26. There have been exceptions to Uniform Terms and Conditions, Items 3.7 and 3.8.

Response: The State will make no modifications to the Uniform Terms and Conditions. Offers noting exceptions to these terms and conditions are not susceptible for contract award.